

DELIVERY & RETURNS

DELIVERY INFORMATION

Order processing takes 6-7 business days and shipping time is an additional 1 – 5 business days depending on your location.

We use third party courier service and tracking is made available to customers as soon as the product is shipped. Even though we extend the best support, but shall not be liable to delays caused by the courier agency.

Orders once placed cannot be cancelled and shall be considered returns if not accepted on delivery by courier agency. In this event, standard return procedure shall be followed and customer is liable to pay to and fro freight charges.

Shipping is free of cost within India.

For orders from outside of India there is an additional cost, which shall be determined after you fill in the delivery address with Zip or Postal Code.

RETURNS

Normally all care is taken before the shipping of all orders, which include confirmation from the customer. Even after that if you want to return your purchase, you need to contact sales@indiaphotonics.com with the reason of return and photographs of the product, packaging etc. in case there is any defect in the purchase. Kindly try to include all relevant details on your order, along with a photograph and your contact details. We normally get back to you within 7 working days of receiving your request.

All returns are subject to approval from our customer support department and the same may be rejected if found unsatisfactory but don't worry we value you more than the return cost so we are very fair in the process.

In case you feel that the product received is not as shown on the site or as per your expectations, you must bring it to the notice by sending us an email on sales@indiaphotonics.com within 24 hours of receiving the product. After looking into your complaint, we will take an appropriate decision. In cases where the return is due to "customer does not want order", there may be a charge of freight and processing fees.

Refunds will be made via Bank Transfer. Refunds if any will be made within 14 working days. It will be made only to the account of the person who has made the payment and not to a third party account.

ADDRESS

Contact

Registered Office:

66, Pocket – 52, Chitranjan Park, New Delhi – 110 019, INDIA

Communication Address:

A-104/4 Okhla Industrial Area, Phase – II, New Delhi – 110 020, INDIA